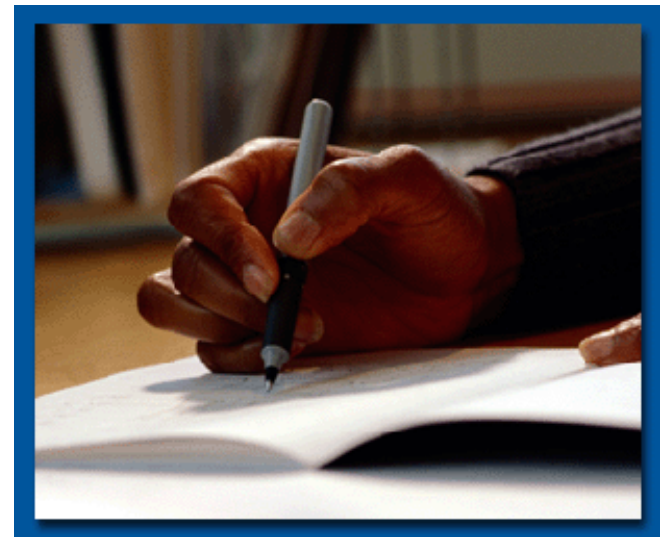# SAVE Program

Systematic Alien Verification for Entitlements

Verification
Information
System (VIS)

What is SAVE?

The Systematic Alien Verification for Entitlements (SAVE) Program is an intergovernmental information-sharing initiative designed to aid benefit providers in verifying an applicant's immigration status. The process is meant to ensure that only entitled applicants receive public benefits. It provides agencies with information to assist in the determination of eligibility for assistance.

What is SAVE?

The creation of the SAVE program was initiated when Congress passed the Immigration Reform and Control Act of 1986 (IRCA).

IRCA mandated the former Immigration and Naturalization Service (INS), now the Department of Homeland Security, to provide a way for benefit-issuing agencies to verify an applicant's immigration status. This verification ensures that only eligible non-citizen applicants receive public benefits.

What is SAVE?

- Participants in the SAVE Program include federal, state, and local public benefit-issuing agencies.

- Federal public benefit-issuing agencies are required to participate while state and local public benefit-issuing agencies may opt to participate.

- All participants in the SAVE Program must verify the immigration status of all non-citizen applicants in order to avoid discrimination.

- Agencies obtain immigration status information through the SAVE Program's Verification Information System (VIS).

What's New with SAVE?

The SAVE program is now available on the internet. The **Verification Information System (VIS)** is a Web-based application that queries an immigration database containing information on more than 60 million non-citizens.

When a user agency submits a status verification request, the system provides the applicant's immigration status within seconds.

The system also gives the user a way to submit additional information electronically to an Immigration Status Verifier (ISV) when further research is necessary.

What is the verification process on the internet?

Brief Overview of the Verification Process
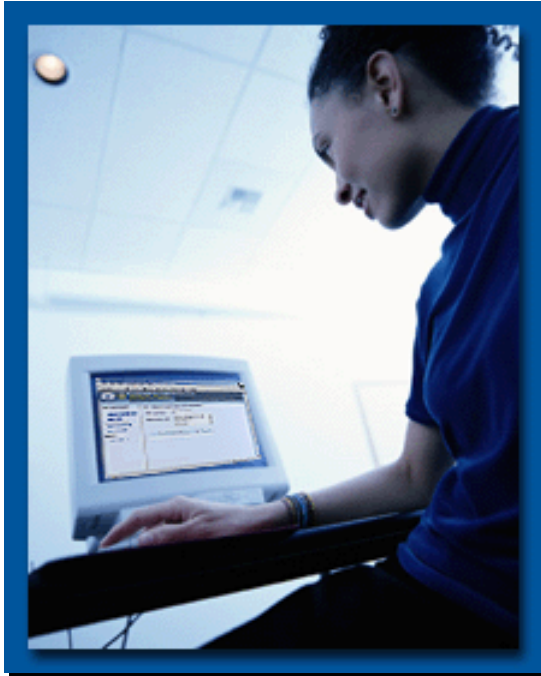
- When a non-citizen applies for a public benefit, the user agency uses the Verification Information System (VIS) to verify the applicant's immigration status to ensure that the applicant is qualified to receive the public benefit.

- The user agency submits an initial verification through VIS.

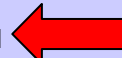- Within seconds the system displays the verification results.

Brief Overview of the Verification Process

Review the Results

Initial Verification Results

Last Name:	CURTISTEAN	First Name:	
Middle Initial:	G	COA:	
Country:	ALBAN - ALBANIA	Date of Birth:	
Date of Entry:	01/07/1963		
System Response:	LAWFUL PERMANENT RESIDENT		

Initial Verification Results

Last Name:	CURTISTEAN	First Name:	
Middle Initial:	G	COA:	
Country:	ALBAN - ALBANIA	Date of Birth:	
Date of Entry:	01/07/1963		
System Response:	INSTITUTE ADDITIONAL VERIFICATION		

- The user agency reviews the results, which include applicant's biographic data and the immigration status or a message to "Institute Additional Verification."

- If the immigration status is verified, the user agency closes the case, which ends the verification process.

- If the immigration status is not verified, the user agency requests additional verification, and the verification process continues.

Brief Overview of the Verification Process

Submitting Additional Verification

Additional Verification Results

DHS Response: DHS Verification in Process

DHS Comments:

[Print Case Details]   [Close]

- The user agency submits an additional verification request to an Immigration Status Verifier (ISV) through VIS.

- The ISV conducts a search using additional immigration databases to determine the applicant's immigration status.

Brief Overview of the Verification Process

Checking for Additional Verification Responses

3 Federal Government workdays
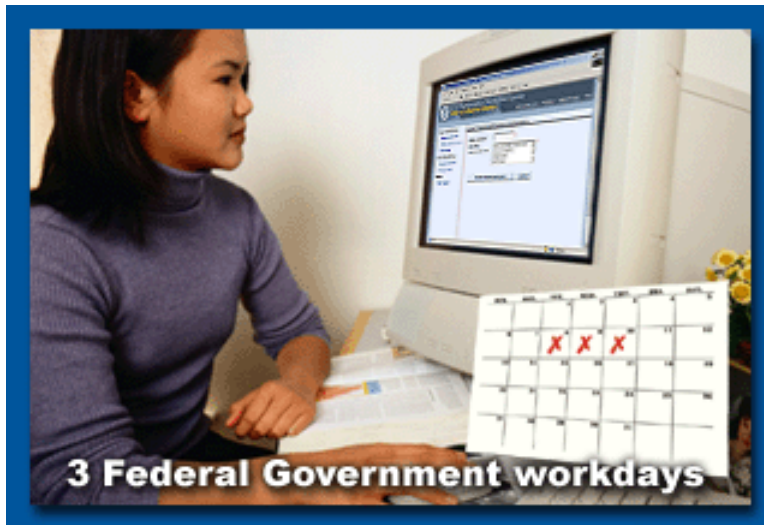
- In most cases, the ISV will provide a response to the additional verification within 3 federal government workdays.

- VIS will not send a notice or alert when the response is ready for viewing. Users will need to check VIS periodically to see if a response has been received.

Brief Overview of the Verification Process

Additional Verification Response Reveals a Discrepancy
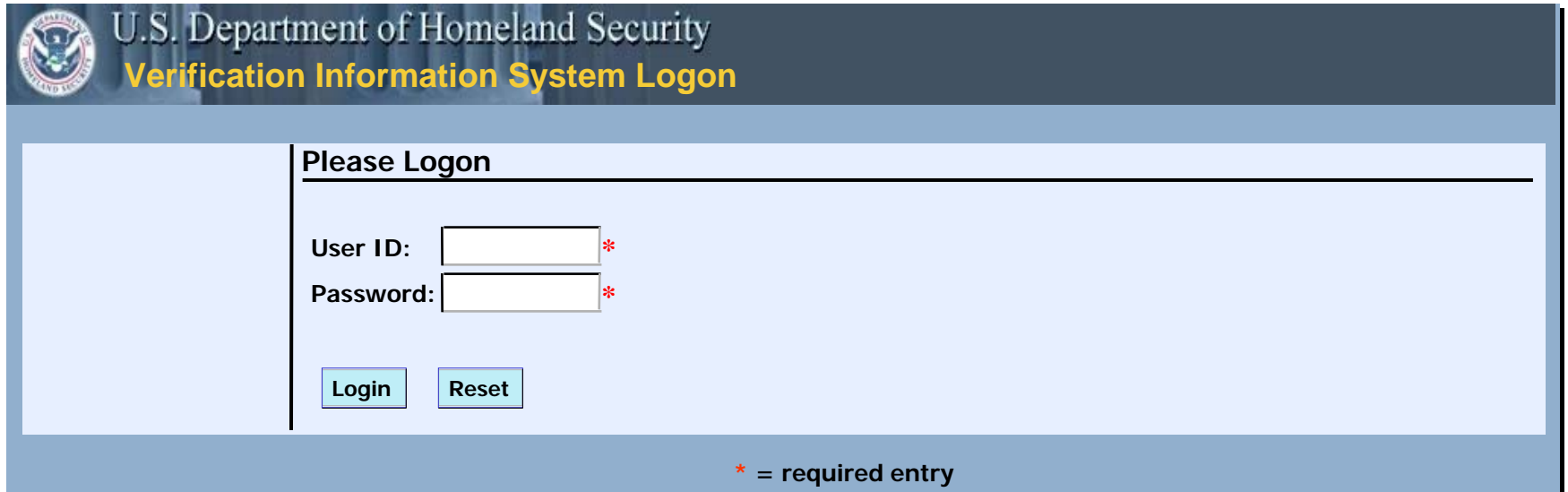
- If additional verification reveals discrepancies, or SAVE cannot find the applicant's information, the system will display the following message:

  "Resubmit Doc (Need copy original)"

- If this message is displayed you must request further verification using paper forms G-845S and/or G-845SUP (Document Verification Request Forms).

- Form G-845S can be found at: http://uscis.gov/graphics/formsfee/forms/g-845s.htm

- Form G-845 SUP can be found at: http://dhfs.wisconsin.gov/forms/dhcf/g-845supplement.pdf

How do you access the system?

Accessing the system

- Access will be requested using form DWSW-10 E. Workers will need to write SAVE in the "Other" field on this form. You will initially be set up with a user access account that allows you to view statewide responses.

- Once you have been given access, go to

    https://www.vis-dhs.com/webone/

    and enter your User ID and Password and click on Login.

U.S. Department of Homeland Security
Verification Information System Logon

Please Logon

User ID: [   ] *

Password: [   ] *

[Login]   [Reset]

* = required entry

Accessing the system

- The first time you access the system, you will be required to change your password. This is done by entering the original password and then entering a new password. You can change your password at any time using the "Change Password" option on the main menu.

- Passwords must be between 8 and 14 characters in length and include three of the following characteristics:

  - **An uppercase letter**
  - **A lowercase letter**
  - **A number**
  - **A special character from the following:**
    ! @ $ % * ( ) < > ? : ; { } + - ~

Password Security and Tips

The system prevents the re-use of your previous six passwords. The following password rules can help to ensure the protection of Department of Homeland Security information:

- Do not use proper names or dictionary words.

- Do not use any personal information, such as birthdays, social security numbers, or telephone numbers.

- Do not use easy-to-guess passwords, such as consecutive numbers or repeating patterns.

- Do not write down your password or share it with anyone.

- Pick longer, rather than shorter, passwords.

Accessing the system

Password Security and Tips

- If you forget your password, contact the DWD Help Desk for a temporary password. Once you log on, the system will prompt you to change your password.

- If you make three attempts to log on with an incorrect password, the system will lock your user account. When this happens, contact the DWD Help Desk to unlock your user account.

- Passwords expire every 45 days. When your password expires, the system will prompt you to change your password. Workers will not be able to use the system until a new password is entered.

How do you submit an initial request for verification?

Submitting an Initial Verification – Step 1

- When an applicant has an Alien number (A-number), you can perform an initial verification to verify immigration status. The A-number is used to search the immigration database for information on the applicant.

- The first step is to select Initial Verification from the Case Administration menu.

Submitting an Initial Verification – Step 2

- The Initial Verification page appears. You now enter the information required for an initial verification:
  - In the Alien Number box, type the applicant's A-number.

    Tip: Do not include the letter "A." If the A-number has fewer than nine digits, add zeros to the beginning to make it a nine-digit number.

  - From the Benefits list, select the benefit(s) for which the applicant is applying.

  - **Tip:** Holding down the "CTRL" button while clicking on a program will allow you to select multiple programs.

- Click the "Submit Verification" button

Enter Initial Verification Information

Alien Number: [   ] *

Benefits:
(select one or more)

EDUCATIONAL ASSISTAN
FOOD STAMPS
HEALTH(N)
MEDICAID

Submit Initial Verification   Cancel

Reviewing Initial Verification Results

Initial Verification Results

Initial Verification

Alien Number: 145696400   Benefits: [MEDICAID]

Initiated By: ACAR0001   Initiated On: 10/25/2003

Initial Verification Results

Last Name:	JOHNSON	First Name:	LARRY
Middle Initial:	D	COA:	TW3
Country:	TUVAL – TUVALU	Date of Birth:	06/07/1944
Date of Entry:	06/07/1964		

System Response: TEMPORARY RESIDENT – TEMPORARY EMPLOYMENT AUTHO

[Print Case Details] [Request Additional Verification] [Complete and Close Case] [Close]

Within seconds, the results appear in the Initial Verification Results section on the Case Details page.

The results include information from the immigration database and an immigration status message in the System Response line.

Note: The SAVE User Manual contains information on the different immigration status messages.

Reviewing Initial Verification Results

Reviewing the Results


```
Initial Verification
   Alien Number: 147452389        Benefits:      FOOD STAMPS

   Initiated By:  ACAR0001         Initiated On:  10/25/2003

Initial Verification Results
   Last Name:      DENNIS          First Name:    BARMORE
   Middle Initial: M               COA:           W1
   Country:        GEORG - GEORGIA Date of Birth: 07/07/1943
   Date of Entry:  07/07/1963
   System Response: INSTITUTE ADDITIONAL VERIFICATION

   [Print Case Details]  [Request Additional Verification]  [Complete and Close Case]  [Close]
```
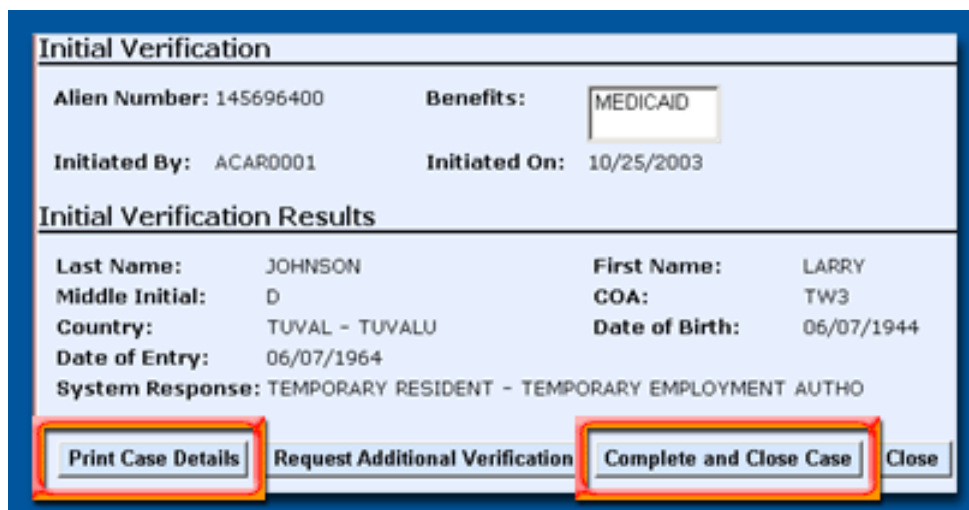
It is important to verify that the information in the Initial Verification Results section matches that on the applicant's immigration documentation.

If you detect any discrepancies or if "Institute Additional Verification" appears in the System Response line, you must request additional verification. To request additional verification, select Request Additional Verification on the Case Details page.

Reviewing Initial Verification Results

Printing and Closing the Case

Initial Verification

Alien Number: 145696400   Benefits: MEDICAID

Initiated By: ACAR0001   Initiated On: 10/25/2003

Initial Verification Results

Last Name:	JOHNSON	First Name:	LARRY
Middle Initial:	D	COA:	TW3
Country:	TUVAL - TUVALU	Date of Birth:	06/07/1944
Date of Entry:	06/07/1964		

System Response: TEMPORARY RESIDENT - TEMPORARY EMPLOYMENT AUTHO

[Print Case Details] [Request Additional Verification] [Complete and Close Case] [Close]

- If additional verification is not necessary, you can close the case.

- It is recommended that you print the verification results for your records before closing the case. To do this, select Print Case Details. If you are unable to print, record the "Case Verification Number" located in the upper right-hand corner of the Initial Verification results screen.

- You close the case by selecting Complete and Close Case.

Case Closure Information

After you close the case, the Case Closure Information section appears below the results. The information in this section includes the user ID of the person who closed the case and the date of closure.
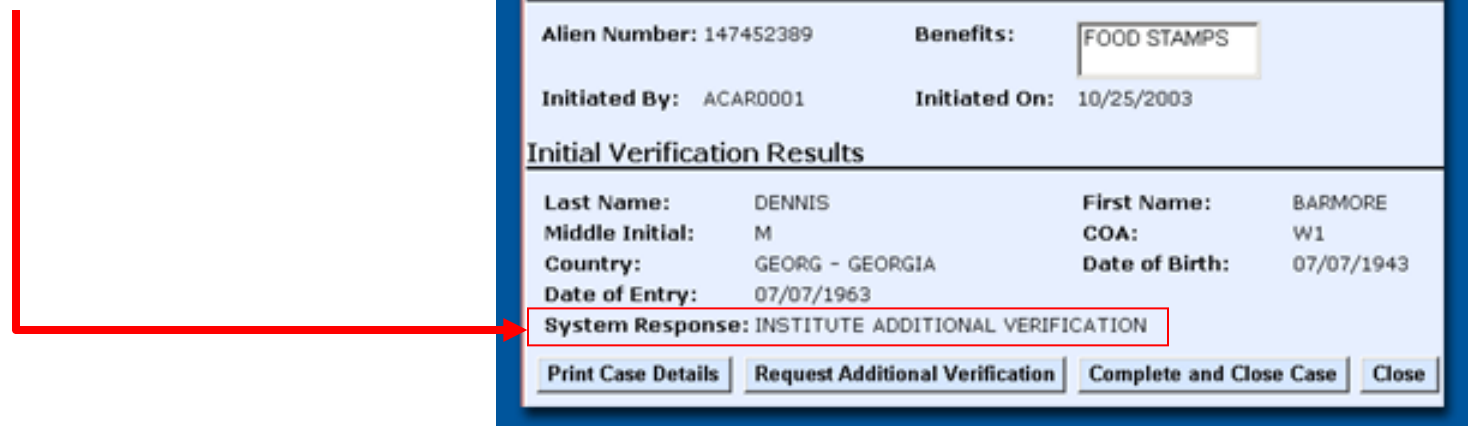
Note:
The verification information will remain in the system for 90 days after the case is closed. For this reason it is important to print the information or make note of the "Case Verification Number."

How do I request additional verification?

Requesting Additional Verification

You will need to request additional verification if the following conditions exist after an initial verification:

- There are discrepancies between the data in the Initial Verification Results section and the information on the applicant's immigration document.

- The message "Institute Additional Verification" appears in the System Response line.

Requesting Additional Verification

To request additional verification, select Request Additional Verification on the Case Details page.

Selecting this button causes the Enter Additional Verification Data section to appear below the Initial Verification Results section.

Requesting Additional Verification

Complete the Enter Additional Verification Data section with as much information as possible.

As indicated by the red asterisk, the Last Name, First Name, and Date of Birth boxes, and the Document Type list are required for submitting the additional verification.

Requesting Additional Verification

- The Last Name, First Name, Middle Initial, and Date of Birth boxes display data returned from the database.

- It is important to verify this information with the applicant's immigration document. If necessary, you can edit this information.

Requesting Additional Verification

- Select the type of document presented by the applicant from the Document Type list. If the document is not in the list, select Other, and then enter the type of document in the Doc. Description box.

Requesting Additional Verification

Submitting I-94 Additional Verification

- The Document Type list defaults to I-94 (Arrival/Departure Record) and cannot be changed.

- When entering the date in the Doc. Expiration Date box, use mm/dd/yyyy format. For example, 03/10/2003.

Requesting Additional Verification

- Use the User Case Number box to enter the CARES PIN number.

- Use the Special Comments box to enter any other type of information that you want to communicate to the Immigration Status Verifier (ISV).

- After you enter all the required information, along with any additional information, submit the request by selecting Submit Additional Verification.

Enter Additional Verification Data

Last Name: DENNIS
(default may be changed)
First Name: BARMORE
(default may be changed)
Middle Initial: M
(default may be changed)
A.K.A.:
I-94 Number:
Date of Birth: 07/07/1943
User Case Number:
Document Type: I-551 (Permanent Resident Card)
Doc. Expiration Date:
(mm/dd/yyyy)
Doc. Description:
Special Comments:

Submit Additional Verification   Cancel

Requesting Additional Verification

- After you submit the additional verification request, the information appears in the Additional Verification section.

- The DHS Response section also appears, indicating that the request is in process.

- The SAVE Program usually returns a response to a request for additional verification within three federal government workdays.

- If the SAVE response to additional verification still reveals discrepancies you must request further verification using paper forms G-845S and/or G845SUP.

How do I view cases?

Viewing Cases

Select View Cases from the Case Administration menu. This takes you to the Case Search page.
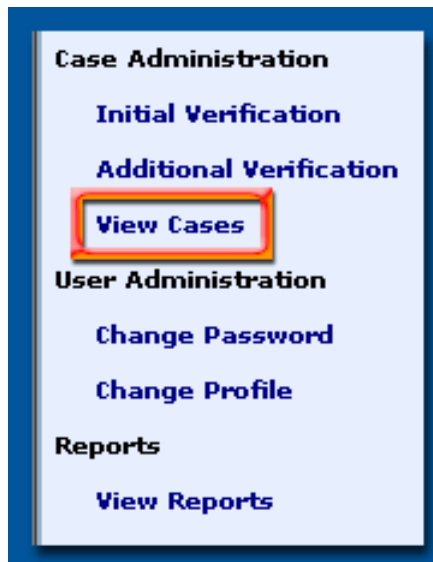
The View Cases option allows you to monitor your workload. You are able to search for cases, display a list of cases, and access the details of a specific case.

Viewing Cases

Enter the criteria for your search on the Case Search page.

You can search for cases based on case status alone, or you can include other specific criteria.

The default Case Status option is All Open Cases. You may use this option or select another.

Searching by Numbers

If you want to search for a specific case, you can use the verification number, Alien number, or I-94 number, in addition to the case status. When your search includes any of these criteria, it is important that you select the correct status of the case in order for the system to locate the case.

Note: The verification number is the system-generated number that appears in the message area when a verification request is submitted.

Viewing Cases

Searching by Dates

To see a list of cases that were initiated during a specific time period, enter those dates in the Date Initiated From and Date Initiated To boxes.

Viewing Cases

Searching by Group or User
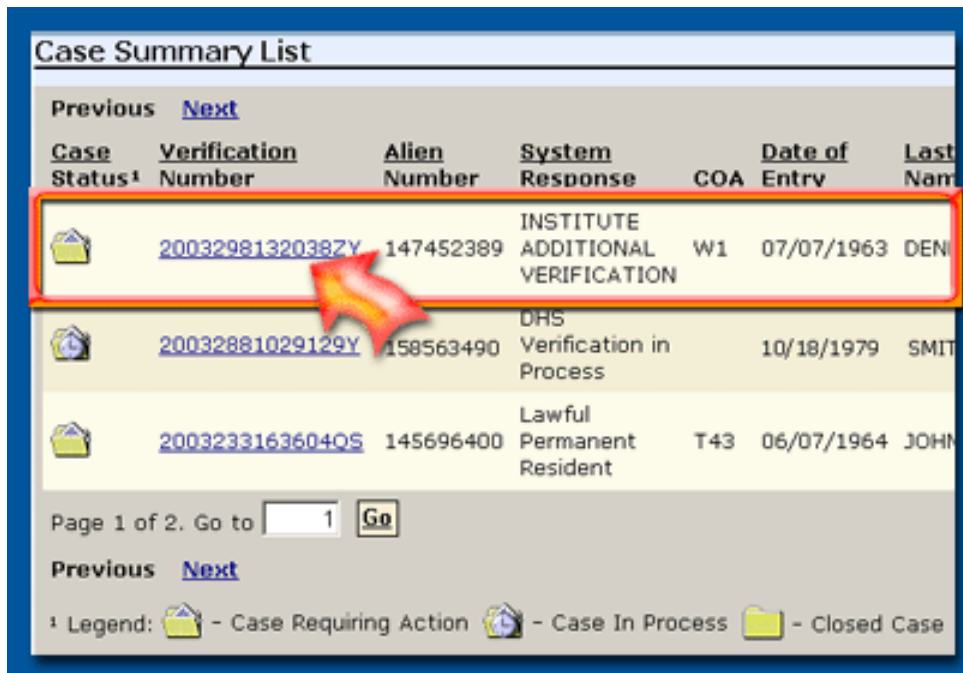
You can also search by group or the user who initiated the verification by selecting a group from the Group list and/or a user from the Initiated By list.

After entering the criteria for your search, select Display Case Summary List. This takes you to the Case Summary List page.

Case Summary List

Each row on the Case Summary List page displays information for a single case, which is identified by the verification number. You can access the detailed case information by selecting this number.

Changing the List Order

The column headers identify the type of information that appears for each case. To change the order of the list by column, select a column header.

Viewing Cases

Case Status Column

- The first column, Case Status, contains icons that represent the status of the case.

- The Legend area at the bottom of the screen contains a description of each icon.

Viewing Cases

Scroll Bars

Scroll bars along the bottom and right side of the screen will appear if the list and case information extends beyond the viewing area.

Viewing Cases

Verification Number

As mentioned earlier, you can access the detailed history of a specific case by selecting the case verification number.

Viewing Cases

Case Details

- The Case Details page displays the history for the case that was selected on the Case Summary List page.

- From this page, you can print the case details, request additional verification, and close the case.

How do I view reports?

Viewing Reports

Step 1:

Select View Reports from the Reports menu. This takes you to the Report Selection page.

Case Administration
- Initial Verification
- Additional Verification
- View Cases

User Administration
- Change Password
- Change Profile

Reports
- **View Reports**

Step 2:

Select the report you wish to create from the list provided, and then select Next. This takes you to the Report Parameter Data Entry page.

Select a report

Ad Hoc Report - Standard
Month End Agency Transactions by User Summary Report
Web Agency Audit Report

Next   Cancel
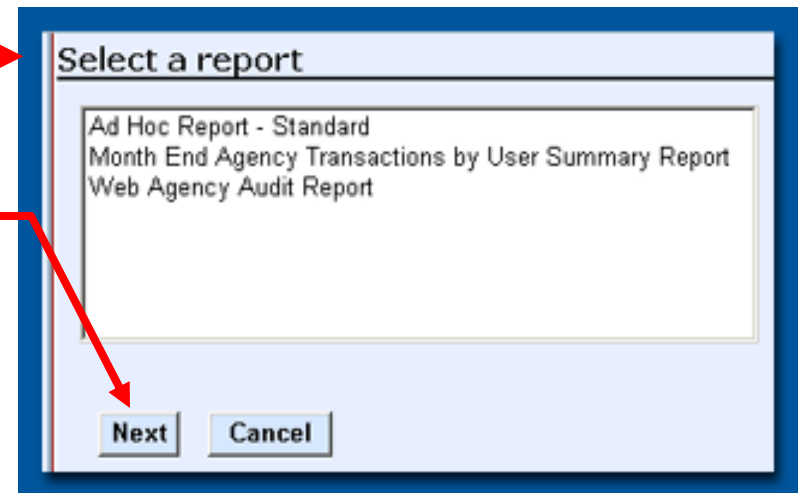
Viewing Reports

Step 3

Enter the parameters for the report on the "Report Parameter Data Entry."

Step 4

The last step is to select Run Report, which submits the request for the report. The system gathers the necessary information, and then generates the report as a Portable Document Format (PDF) file.

Viewing Reports

Report Presentation

- When the system has completed compiling the report, the PDF file opens using Adobe Reader.

- Adobe Reader allows you to view, print, and save reports generated by VIS.

How do I exit the system?

Exiting the System

U.S. Department of Homeland Security

On-Line Resources | Tutorial | Return to Home | **Exit**

- Clicking on "Exit" logs you off of VIS and takes you to the VIS Login page.

NOTE:

You must select Exit to log off before closing the browser window. Closing the browser window does not log you off the system. Closing your browser before exiting may cause problems the next time you attempt to access the system.

Who do I call if I need Technical Assistance?

- Workers will contact the DWD Security Help Desk for password resets or when they are locked out, etc.

- The SAVE Help Desk will be available for connectivity issues for all individuals on the system. The SAVE Help Desk number is 1-800-741-5023.

Summary

Summary

- **To submit an initial verification and close a case**

    – Select **Initial Verification** from the **Case Administration** menu.

    – Enter the following information:

        - In the **Alien Number** box, type the non-citizen's A-number.

        - From the **Benefits** list, select the applicable benefit type(s).

    – Select **Submit Initial Verification**.

    – Review the results and select **Print Case Details**.

    – Select **Complete and Close Case** to close the case (only if additional verification is not necessary).

- **To view a list of cases and the details of a case**

    – Select **View Cases** from the **Case Administration** menu.

    – Select the search criteria:

        - If necessary, select the desired case status.

        - Enter other search criteria in the applicable box(es).

    – Select **Display Case Summary List**.

    – To view a specific case, select the verification number.

Summary

- **To request additional verification (after an initial verification)**

  – In the Initial Verification Results section, select **Request Additional Verification**.

  – Edit the default information if necessary, enter required information, and include other information if available.

  – Select **Submit Additional Verification**.

- **To request additional verification (when applicant only has an I-94 number)**

  – From the Case Administration menu, select **Additional Verification**.

  – Enter the required information and include other information if available.

  – Select **Submit Additional Verification**.

- **To request a report**

  – From the **Reports** menu, select **View Reports**.

  – Select a report from the list, and then select Next.

  – Enter report parameters.

  – Select **Run Report**.

SAVE Program
Systematic Alien Verification for Entitlements

The End